



**Mission Statement:**  
To provide the best product at the best price and provide superior customer service for all your Smokin-it needs  
Innovative products  
No retail mark ups or middleman

## **Specials and Exclusions Policy**

### **Specials:**

- We run specials based on our inventory on hand at the time of the special
- We can pull/change a special at any time
- Specials will be placed inside your smoker for shipping
- Specials may start and stop at our discretion and will end on any **stated date at midnight (EST)**
- When we do a **'free items'** it is only with the purchase of a smoker
- There is **NO CODE** required
- We **will not** announce specials prior to posting them on the website or social media
- Specials are posted on our social media and on the website home page and will pop up when you are looking at any model smoker
- Military and 1<sup>st</sup> Responder offer **cannot** be combined with a current special
- When a cover is offered as a **'free items'**, it is **only** for our **promo covers** which **do not** carry a warranty, **NO exceptions**
- If you did not get all or just a portion of your gift with purchase we ran out of stock on the items
- If you get a different item than advertised, we ran out of the special and substituted a different item
- We **do not** replace items given as a **'free items'**
- We **do not** discount a smoker model when the one you wish to purchase is out of stock, we will post on our website and social media when models or accessories are back in stock

### **Exclusions:**

- Specials are on our website **ONLY**, [www.smokin-it.com](http://www.smokin-it.com)
- Specials and free shipping **DO NOT** apply to Amazon smoker purchases and free shipping is **only** in the lower 48 – **USA** (posted on our website)
- **NO** substitutes for any special as it is based on inventory at the time the special is running
- **NO** adjustments on previous orders placed when a special runs or is changed
- **NO** rain check on a special if a smoker model is out of stock
- One special per order (cannot combine current website special with military/1<sup>st</sup> Responder service offer)
- **NO** pre-orders on out of stock items to obtain special
- Items **will not** be added to invoice when placing a smoker order
- **DO NOT** add free item/s to your shopping cart when placing order, as you will be charged

### **Shipping:**

- Free shipping in lower 48 - **USA** – **ONLY**, does **not** include Alaska or Hawaii (call for options)
- Free shipping **does not** apply to Canada, we suggest a freight forwarder or adding the APO & Canada FedEx option to your order (call for options)
- Please note shipping info under our 'For the Customer' tab on our website for updates
- Free shipping does not apply to Amazon purchases, they set their shipping costs
- If you reject a shipment from FedEx once it has been shipped from our warehouse, the customer is responsible for the cost of return shipping
- Free shipping can be stopped at any time

**Please note: It is recommended to take photos of what you are doing when working on your smoker**  
Check our FAQ, 'For the Customer' and the Smokin-It customer forum (**all** on our website) for additional information  
Please contact us at [smokin.it.info@gmail.com](mailto:smokin.it.info@gmail.com) if you have any questions or concerns

